

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**INFORMATION TECHNOLOGY SUPPORT MANAGER
INFORMATION TECHNOLOGY DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs administrative work in supervising and managing support services staff responsible for application customization and support, training, user testing, user response time, problem reporting and user requests via help desk operations, management of outsourced services and providers, and related projects. Employee reports to the Information Technology Director.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is responsible and accountable for the help desk and first call resolution work orders; escalation of work orders to technical services; testing and end-user training; workstation deployment; authoring and enforcement of process and standards documentation; maintaining a documentation and troubleshooting library and intranet; project management and follow-up for enterprise projects; and first line support for both 800Mhz radios and Cisco VoIP telephone systems. Position also handles vendor and customer relationship management. Employee is also responsible for ensuring that customer problems are solved and needs are met via help desk operations. Tact and courtesy must be exercised in frequent contacts with vendors, City employees and officials, and the general public. Independent judgment is required in making decisions with a high degree of accountability. Work is performed under broadly outlined objectives and under limited supervision of the Information Technology Director, and is evaluated through conferences and the analysis of program achievements.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Acts as subject matter expert in one or more technology areas.

Provides direction to staff in the analysis of user department functions and reporting requirements.

Provides direction and participates in evaluations of alternative computer-based solutions.

Creates and maintains work procedures, including providing written work standards, verbal counseling and on-the-job training to technical staff as assigned.

Ensures positive customer experiences with new technology rollouts

Ensures adequate communication to users regarding planned and unplanned outages, problem status, and problem resolution.

INFORMATION TECHNOLOGY SUPPORT MANAGER

Trains and manages help desk staff to provide users with assistance, problem resolution, dispatch, follow-up, education, documentation, etc., related to the use of technology services.

Develops and manages work plans.

Manages and tracks project deadlines, including reviewing project status and progress in addition to assigning resources appropriately.

Promotes effective and productive communication between users and the department staff, including intervening as necessary to resolve issues of contention, writing memos when necessary regarding customer service issues, and formulating user feedback into group policies and procedures.

Assists with the preparation and management of department budget including, but not limited to, preparing and submitting recommendations regarding divisional budgets, monitoring and controlling budget line items, and preparing the necessary reports.

Works closely with the Technical Services Manager and GIS / Application Services Manager to ensure smooth implementations and reliable performance of systems.

Interfaces with vendors to ensure their products serve the needs of the user, and ensure quality control of products through technical research and testing.

Evaluates staff work performance and compliance of work standards.

Conducts training classes and conferences to provide information on new products and procedures.

Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions.

Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems.

Attends meetings, conferences, workshops and training sessions, and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas.

Responds to citizens' questions and comments in a courteous and timely manner.

Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities.

ADDITIONAL JOB FUNCTIONS

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of City policies and procedures.

Thorough knowledge of information systems management.

Thorough knowledge of the various hardware, software and accessory peripherals utilized in a networked system.

Thorough knowledge of computer system applications.

Thorough knowledge of computer systems design, programming, testing, documentation and conversion.

Thorough knowledge of a variety of computer programming languages.

INFORMATION TECHNOLOGY SUPPORT MANAGER

Thorough knowledge of the business needs relating to assigned department.

Ability to use cost-effective methodology in applying new technological advances to the City's computer networks.

Ability to work independently or with others to accomplish a common goal.

Ability to train others on technical information.

Ability to prioritize multiple activities in order to attain goals and objectives, on schedule.

Ability to stay abreast of the latest technology in the computer industry and its potential application to the assigned department.

Ability to provide effective supervision to assigned personnel, as appropriate.

Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language.

Ability to understand and follow oral and written policies, procedures and instructions.

Ability to prepare and present accurate and reliable reports containing findings and recommendations.

Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks.

Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions.

Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines.

Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology.

MINIMUM TRAINING AND EXPERIENCE

Requires BA Degree in information systems management or a related field, and 6 to 9 years of experience in troubleshooting, training and/or help desk management, including supervisory experience; and/or any combination of training and experience required to perform the essential position functions. Public Safety experience is a plus.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

INFORMATION TECHNOLOGY SUPPORT MANAGER

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

March, 2005
Revised June 2007
Salary Grade 24
Exempt